

## **JOB DESCRIPTION**

### **Intensive Family Support Worker**

**Hours: 37 hours**

**Grade: Family Action Grade 2**

**Project: Think Family Service**

**Reports to: Project Manager / Senior Family Support Worker**

**Location: Birmingham (City Wide)**

#### Job Purpose

- To provide an intensive family support service for families with multiple and complex needs
- To work in partnership with families who are experiencing challenging situations / circumstances, in their homes and in the wider community, in order to achieve positive outcomes for the whole family
- To be committed to working in a whole family way through the development of effective relationships with parents and their family members using strength based approach.
- To work in partnership with other relevant agencies, for example YOT, School, Children's Service, Health and Department for Work and Pensions.
- To improve outcomes for Birmingham families and children

#### Main Duties and Responsibilities

1. To be responsible for an allocated case load of families, who have multiple and complex needs.
2. Work with families in a variety of settings, in particular the family home to address key issues that have an impact on parenting capacity, children's developmental needs and family and environmental factors. As well, as the Think Family Agenda.
3. To be responsible for working with appropriate partners to deliver interventions and to contribute to the assessment of families, where children are under Child in Need, Child Protection Plans and where relevant Early Help Assessment, as part of a step down approach.
4. Work in partnership with families and other agencies, to plan and deliver a

bespoke package of support for all individuals within the family, considering both their individual needs and the needs of the wider family. Through this process identify and understand the family's strengths and challenges and analyse in order to meet outcomes.

5. Act as an advocate for families where necessary, and as a mediator where relationships are difficult or have broken down.
6. Work in partnership with families in a persistent, motivational and challenging way
7. Support family members to develop skills which will enable them to improve their parenting capacity and confidence to ensure that children's basic care needs are met.
8. Use a positive whole family approach to develop empowering relationships, so that families become more resilient and independent, so that their need of support services is reduced over time.
9. An understanding of good parenting and risk factors and safeguarding concerns to children and vulnerable adults, as well as a knowledge of child development and children's needs
10. Responsible for keeping up to date and accurate case notes detailing interactions with families and other services, maintain up to date recording systems and reports in line with the Family Action's policies
11. Make consistent use of agreed outcome measures with families at the start, during and on exit from involvement, contributing to evaluation of service delivery both through completion of agreed monitoring tools and contribution to case studies, etc
12. To attend team meetings on a regular basis as part of a commitment to team working.
13. To undertake supervision sessions as agreed with the Project Manager.
14. To be committed to continuing professional development and attendance of appropriate training and development activities
15. . To ensure you have an understanding (appropriate to the role) of and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults
16. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare
18. To work flexibly as may be required by the needs of the service and to carry out any other reasonable duties as required.

## **PERSON SPECIFICATION**

### **Intensive Family Support Worker**

#### Qualifications

1. Educated to level 3 or above with a recognised professional qualification in social work, health, education or equivalent and evidence of a commitment to continuing learning and professional development. Level 4 Award, Work with Parents (Intense support to families with multiple and complex needs) is also desirable.
2. Experience of providing direct support in the home to children and families with complex needs which may include parenting, mental health, offending, substance misuse domestic violence and abuse and/or educational, including experience of working in community settings.
3. Ability to plan and deliver a structured programme of support for parents/carers to improve their parenting skills and develop their ability to problem solve.
4. A knowledge of child development and children's needs, along with an understanding of good parenting and of risk factors and safeguarding concerns to children and vulnerable adults.
5. Experience of identifying and delivering appropriate evidence based interventions e.g. Solihull Approach, Parenting programmes, Restorative Justice, Protective behaviours.
6. Experience of working with issues of conflict and confrontation and an ability to diffuse difficult situations
7. Experience of carrying out Early Help assessments, support planning, formulating action plans and reporting outcomes.
8. Role boundaries – Managing the expectations of services users and partner agencies, particularly when given responsibilities that should not be yours
9. To have experience of working within the Child Protection and Child in Need arenas.
10. Knowledge of relevant legislation, and guidance in relation to child protection and safeguarding procedures
11. An understanding of the impact of discrimination on the lives of those from minority ethnic communities and others that experience social exclusion, and an ability to work with people from diverse backgrounds

12. To have knowledge of the Troubled Families/ Birmingham Think Family Agenda
13. Ability to work with resistant families who may not be willing to engage , using a range of techniques that encourage active participation
14. Good communication skills, both verbal and written, *in English*. This should include the ability to keep good records and to give accurate information to a diverse user group. This will also include the ability to produce reports for external agencies eg. Case conferences, court.
15. The ability to work independently and as part of a team within a framework of Family Action's policies and procedures.
16. Be willing and able to work flexible hours including some unsocial hours as required working across the whole City of Birmingham.
17. Ability to drive and have use of own car.
18. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by :
  - Being people focused
  - Reflecting a 'can do' approach
  - Striving for excellence in everything we do
  - Having mutual respect for everyone we work with, work for and support through our services